



Iowa Department of Human Services

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Governor

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Director

INFORMATIONAL LETTER NO.1119

DATE: May 9, 2012

TO: Iowa Medicaid Home and Community Based Services Waiver Providers (Excluding Individual Consumer Directed Attendant Care (CDAC) Providers), Targeted Case Managers, Case Managers, and Department of Human Services (DHS) Service Workers

FROM: Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

RE: Incident Reporting Requirements and Expectations

EFFECTIVE: Immediately

The purpose of this letter is to clarify areas of misinterpretation and confusion regarding the reporting requirements for major incidents involving enrolled members of Home and Community Based Services (HCBS) Waiver, Habilitation, and Money Follows the Person (MFP) programs. The following have been identified as the most common issues found during analysis:

Submission of Incident Reports

Excluding the exceptions cited in IAC Chapter 441-77 rules, providers of waiver services, Habilitation, and MFP programs, targeted case managers, case managers, and service workers are required to submit major incident reports to the Bureau of Long Term Care within 48 hours of witnessing or discovering the occurrence of a major incident.

Effective August 1, 2012, all providers, case managers, targeted case managers, and service workers will be required to submit all major incidents via IMPA. Major incident reports submitted to the Bureau of Long Term Care by fax or mail delivery will no longer be accepted after this date. If technical issues are experienced, please begin by contacting Provider Services at 800-338-7909 or 515-256-4609 and all questions will be forwarded to experienced staff designated to assist.

It is strongly encouraged that all providers register appropriate staff within the incident reporting application of the Iowa Medicaid Portal Access (IMPA) to ensure timely submission and tracking of all major incident reports. You can register for an IMPA account at: <https://secureapp.dhs.state.ia.us/imp>.

Incidents are Not Being Reported

There has been some confusion regarding the interpretation of who should report a major incident and when it should be reported. Required service providers, case managers, targeted case managers, and service workers must submit an incident report to the Bureau of Long Term Care, via IMPA or Form 470-4698, when they witness or discover that a major

incident has occurred. If the targeted case manager, case manager, or service worker is not certain that a major incident has been reported by a member's provider, they must ensure that the report is submitted either through continued communication with the service provider or by personally submitting the incident report.

Reporting of Death

Major incident reports must be submitted to document the death of a member enrolled in HCBS Waiver, Habilitation, or the MFP programs. Please note that the reporting requirement for death includes, but is not limited to, the following categories: accident, suicide, homicide/violence, terminal illness, natural causes, and physical injury. While it is required that an incident of a member's death shall be submitted to the Bureau of Long Term Care, the death of a member's relative, friend, direct service provider, etc. is not a reportable event.

Please refer to the materials provided at the Iowa Medicaid Enterprise (IME) Provider link for further information: <http://www.ime.state.ia.us/Providers/index.html>.

If you have any additional questions or suggested topics requiring clarification, please contact Elizabeth Matney at ematney@dhs.state.ia.us.

The address and fax number for the Bureau of Long Term Care is:

Bureau of Long Term Care – Incident Reports
100 Army Post Rd
Des Moines, Iowa 50315
(FAX) 515-725-1360